



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas Henry Helzerman Group Art Unit: 3623

Serial No.: 09/543,227

Examiner: Susanna M. Meinecke Diaz

Filed: April 5, 2000

In Response to Office Action

Dated: August 28, 2003

For: QUALITY OPERATING SYSTEM

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GROUP 3600

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the U.S. Postal Service first class mail in an envelope addressed to Mail Stop: Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on

Date: Feb. 13/04

Kathy Dixon

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT/RESPONSE UNDER 37 C.F.R. §1.116

Dear Sir:

In response to an Office Action originally mailed on August 28, 2003 without cited references attached (hereinafter 8-28-03 OA), but having a new response period restarting on November 13, 2003, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listings of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 12 of this paper.

**Appendix A** entitled "Introduction to Best Practice Replication" begins after page 31 of this paper.